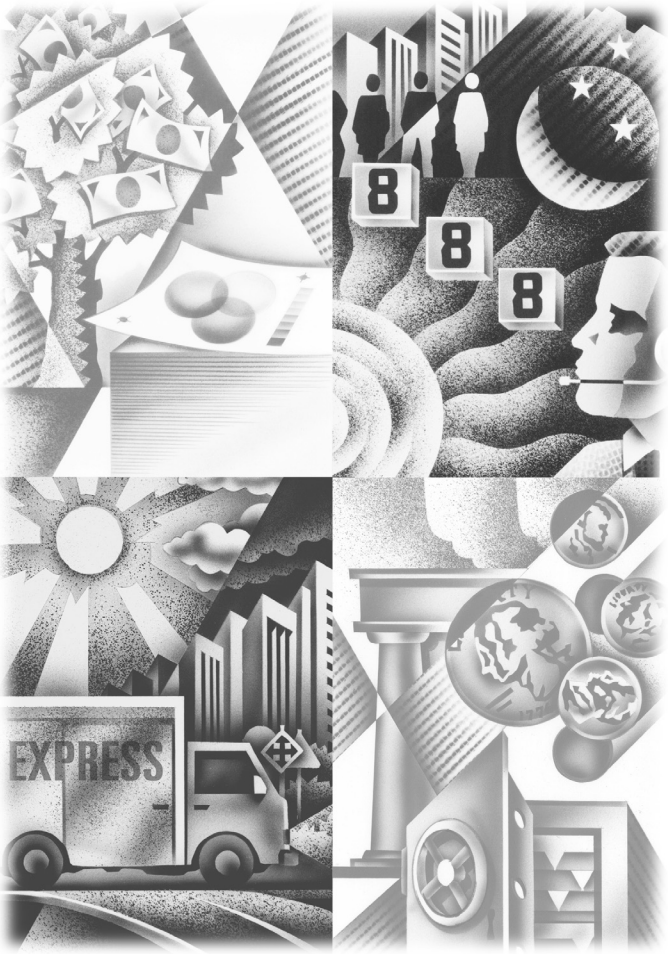
EPSON® *Preferred*℠

Limited Warranty Program for the Epson Stylus® Pro 17-inch Desktop Printer



Priority
Technical Support

Toll-Free
Phone Number

Security and
Peace of Mind

CPD-27475

Please open this booklet and record your unique Unit ID Number.
You will need it to take full advantage of the Preferred Warranty.

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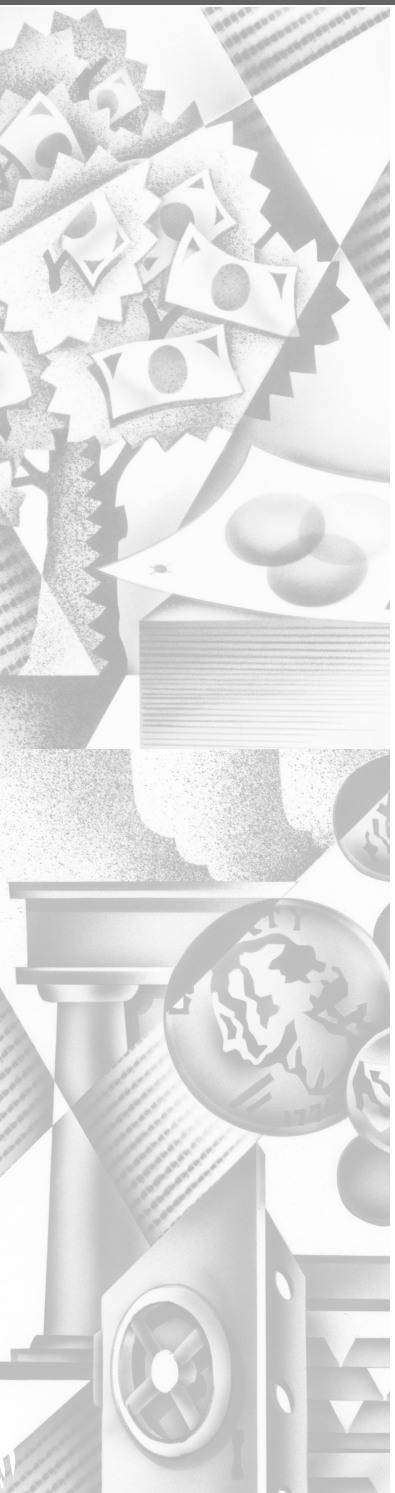
Limited Warranty Program for the Epson Stylus® Pro 17-inch Desktop printer



Welcome and Congratulations

Congratulations on your purchase of the Epson Stylus® Pro 17-inchdesktop series printer. Your printer is designed to provide consistent high quality output in the demanding professional graphics environment. To ensure your complete satisfaction with its performance, Epson® is pleased to include the Epson Preferred℠ Limited Warranty Plan described in this document. This document applies to the following printer model(s) (all configurations): Epson Stylus Pro 3880.

This one-year limited warranty plan includes priority toll-free technical phone support and whole unit exchange or repair, when required, for your printer. Should you experience a problem with your printer, simply call the exclusive Epson Preferred toll-free number, select the technical support option, and enter your Unit ID Number as described in this booklet. Please have your Serial Number available for the answering technical support specialist. Since it's an exclusive number, your call will be answered promptly.

Please review the information contained in this booklet. You'll find your personal Unit ID Number and the exclusive Epson Preferred toll-free number. You'll need these numbers to take advantage of our Preferred Service. You'll find our complete terms and conditions for this one-year limited warranty at the end of this booklet, under "Terms and Conditions – Limited Warranty for Commercial Products."

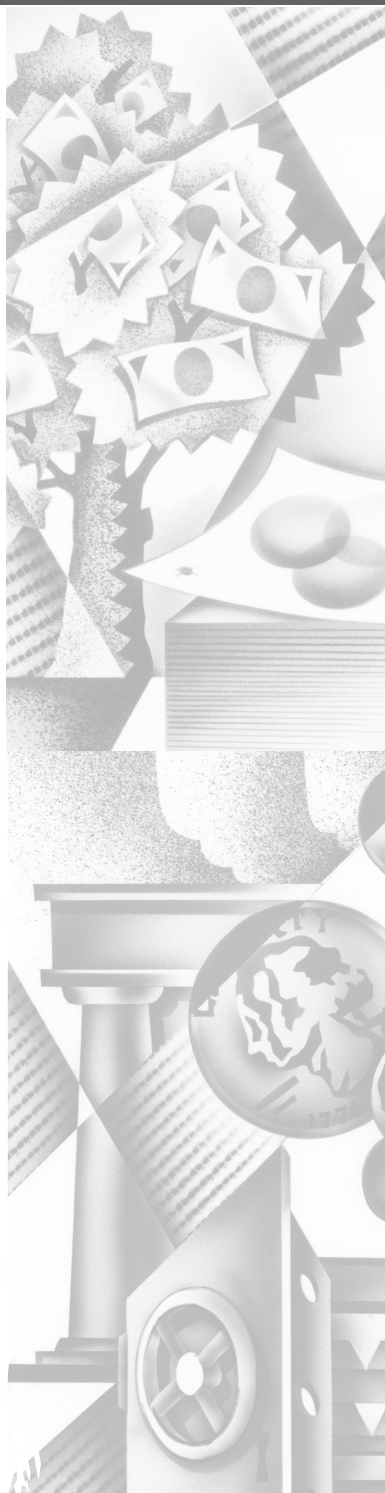
Once again, congratulations and welcome to the Epson Preferred Family.

Purchasing Extended Service: the Epson Preferred Plus Plan

The Epson Preferred Limited Warranty Plan offers premium warranty service for one year. We'd like to inform you of the opportunity to extend that premium level of service through the Epson Preferred Plus Plan – Epson's extended service contracts for the Epson Stylus Pro desktop series printers. Just purchase the Preferred Plus Plan and you'll continue to have the same service and support we provide under the limited warranty, including access to our toll-free priority technical support line and on-site hardware service.

You may purchase a one-year or two-year Preferred Plus Plan. In either case you must purchase the plan no later than the end of the one-year limited warranty period. The one-year plan provides you with one additional year of service after the end of your original warranty, for a total of two years of coverage. The two-year plan provides you with two additional years of service after the end of your original warranty, for a total of three years of coverage. In each case, no renewal of extended service is available after the term of the plan ends.

You can obtain detailed terms and pricing information, and purchase a one- or two-year Preferred Plus Plan, from your participating Epson Stylus Pro dealer or from the Epson Store℠ at www.Epson.com.



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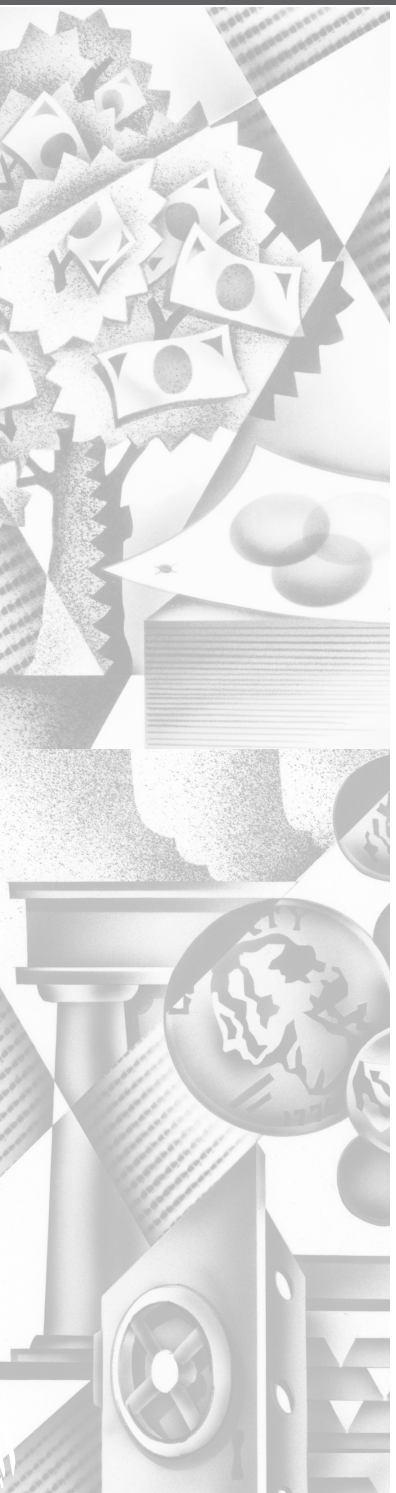


For Epson Preferred Technical Support

Follow these easy steps to obtain technical support.

Step 1: Have your serial number available:

_____

Step 2: Call toll-free 888-377-6611.*

Step 3: Follow the voice prompt instructions.

Step 4: Enter your Unit ID Number.

Step 5: Be prepared to work with the Technical Support Specialist to diagnose the problem.

Operating Hours: Currently Monday through Friday,
6 AM to 6 PM Pacific Time (Subject to change)

* If you experience difficulty using your Unit ID Number to access the Toll-Free Preferred line, please call 562-276-1305 during normal business hours so we may resolve the problem. This phone number provides access to the same Epson Preferred Technical Support Staff as the toll-free number.

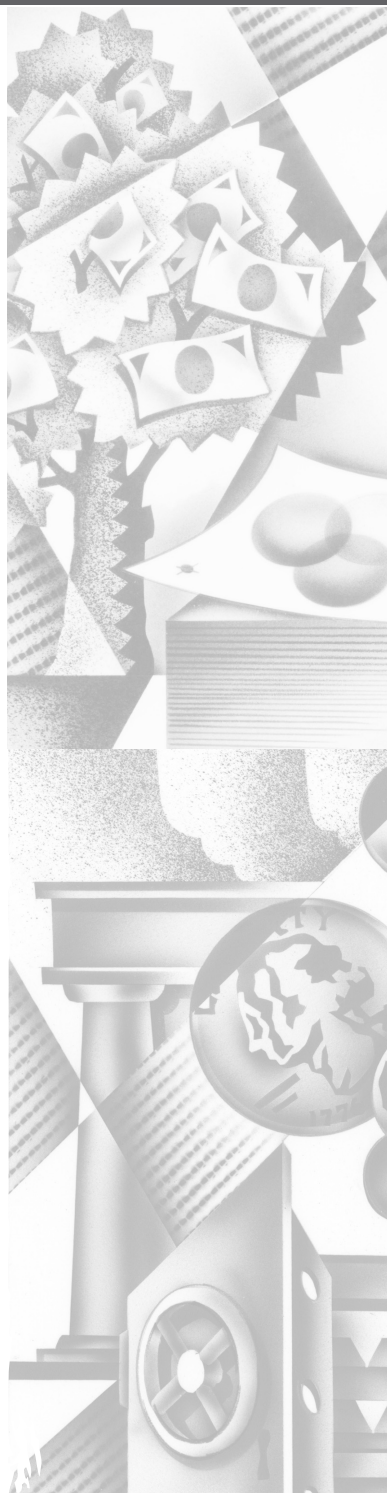
Terms and Conditions

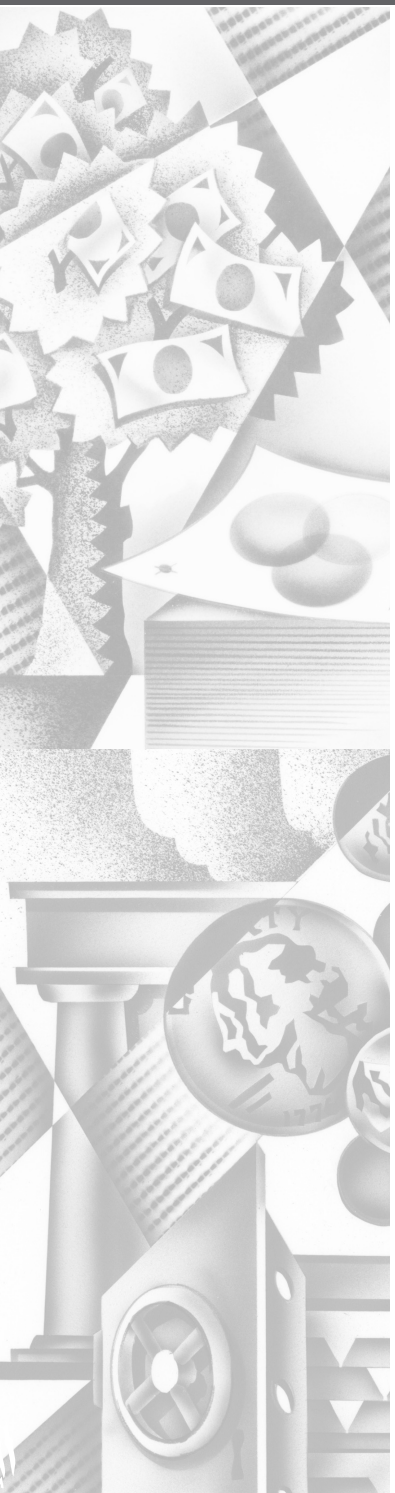
Limited Warranty for Commercial Products

What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the Epson Stylus Pro desktop series printer covered by this limited warranty statement, if purchased and used in the United States or Canada, will conform to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase (proof of purchase required). Epson also warrants that the consumable ink cartridges shipped with the printer will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the Epson printer.

What Epson Will Do To Correct Problems: Should your Epson Stylus Pro desktop series printer prove defective during the limited warranty period, please call the toll-free Epson Preferred support line identified in this booklet. This line will be answered during Epson's regular support hours (currently 6:00 AM to 6:00 PM Pacific Time, Monday through Friday). When you call, please be prepared to provide the service technician with Proof of Purchase information including the unit serial number and original date of purchase. The service technician will provide telephone diagnostics to determine whether your unit needs repair.

If service is required, the technician will advise you which service program will be utilized (the Whole Unit Exchange Program or the Repair Program) and provide detailed instructions for the program. Please see below for highlights of the two service programs. When service involves the exchange of a unit or its parts, the items replaced become the property of Epson. The exchange unit or parts may be new or refurbished to the Epson standard of quality. At Epson's option, an exchange unit may be another model of like kind and quality. Exchange units and parts assume the remaining warranty period of the original Product covered by this limited warranty.





Whole Unit Exchange Program: For Epson to process a Whole Unit Exchange, you must secure return of the defective product by providing Epson with a valid credit card number with sufficient credit to cover the price of the replacement product. You will be billed at the Manufacturer's Suggested Retail Price for the printer if the defective product is not returned to Epson within 10 business days of shipment of the replacement product from Epson. If the unit is returned damaged because you have not properly packed or shipped it, you will be billed for the damage. Upon verification of security, Epson will ship the replacement unit promptly, via expedited service.

It is your responsibility to unpack and set up the exchange product at your location. It is also your responsibility to properly repack the defective product in the exchange unit box and return it to Epson within 10 business days using any instructions provided by Epson. You will need to remove all optional components prior to its return. (For details on packaging and shipping, please see "Repackaging and Transportation Instructions," below.)

Repair Program: Under the Repair Program, you must either (a) ship your defective unit directly to Epson's central service facility, or (b) carry in the unit to an Epson-authorized Customer Care Center near you. The defective unit will either be repaired and sent back to you, or, if it is determined that repair is not practical, you will be sent a replacement unit.

If you choose method (a) above, you must first contact an Epson support technician, who will explain the details and times for pick-up of the defective unit from your location. You will need to package the unit in its original box and packing materials and prepare it for shipping. If you do not have the box or packing materials you may obtain them through Epson. Please allow five to seven business days after pick-up for the repaired unit or a replacement unit to be sent to you. If you choose method (b) above, you can transport the unit without packaging. (For details about proper packing, shipping, and carry-in procedures, please see "Repackaging and Transportation Instructions," below.)

Repackaging and Transportation Instructions: To avoid permanently damaging the printer, it is extremely important that you follow the instructions below when preparing to ship or transport the printer. (Please refer also to the additional instructions in your *User's Guide*.)

NOTES:

- In case shipment of the printer for service becomes necessary, to prevent unrepairable damage to the printer, the printer should be packaged in its original box and packaging materials. If you do not have these items, you must contact Epson and Epson will supply appropriate items for your shipment.

- The printer is equipped with a pressurized valve system that closes and seals all ink supply lines. In order for this valve system to properly close, the ink cartridges must be removed and the ink bay door needs to be closed.

INSTRUCTIONS:

1) Turn on the printer.

2) Remove any paper or other media in the printer.

3) Remove the ink cartridges and close the ink bay door.

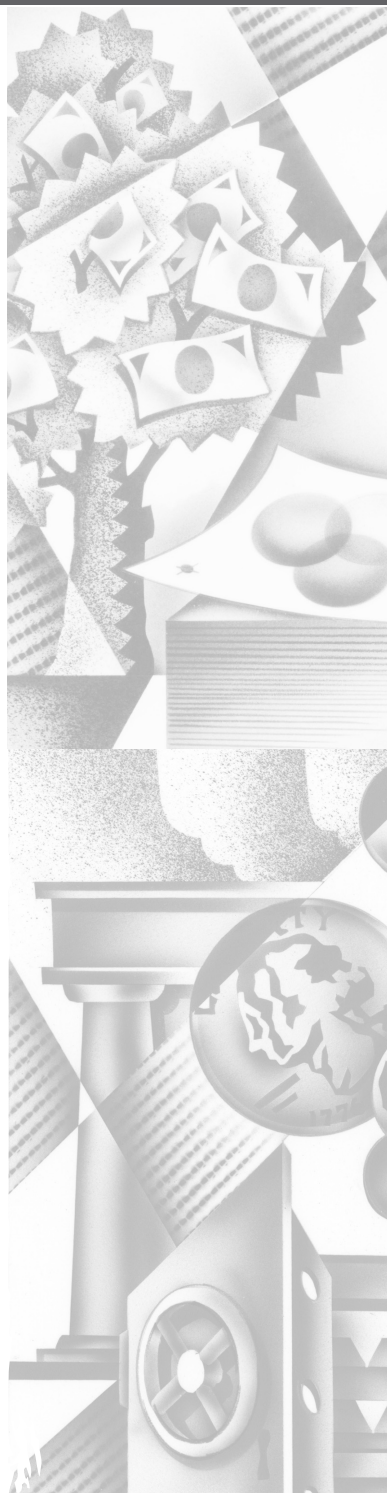
   Note: To store any partially used cartridges that you take out before shipment, tape over the needle valve hole until you are ready to use the cartridges again.

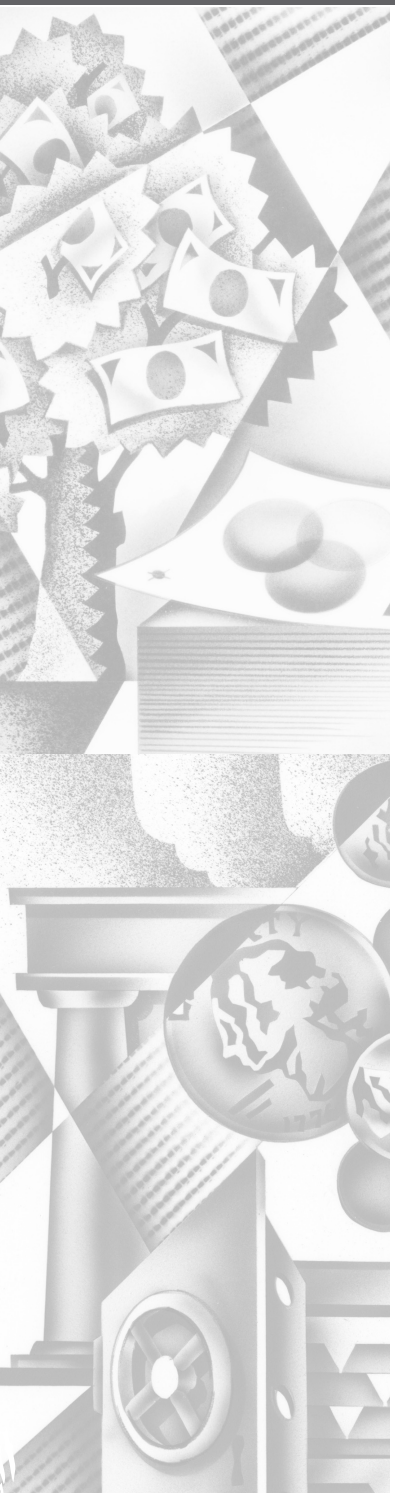
4) Make sure the print head is in the home (far right) position.

5) Turn off the printer and unplug the power cord. Install the carriage retainer bracket to secure the print head in place.

   CAUTION: Do not turn off the printer by unplugging it or turning off a power strip. You will not be able to lock the print head in the home position, and ink left inside the reservoir will leak out, damaging the printer.

   WARNING: Components may be hot. After turning off and unplugging the printer, make sure you allow each component to cool before handling it.





6) Tape all of the doors, covers, and trays securely in place. These include the front cover, ink cover, front manual feed tray, and the maintenance cartridge cover.

7) If you need to ship the printer, repack it using the original box and packing materials. If you do not have the original box or packaging, contact Epson to arrange to obtain these. You will be charged a shipping and handling fee.

8) If you are transporting the printer for carry-in service, leave the ink cartridges installed and close the ink cover. For carry-in service, you do not need to package the printer, but you must tape all of the doors, covers, and trays securely in place and transport the printer in a horizontal position on a flat, stable surface. If you are transporting the printer in your own vehicle without the original packaging, make sure you wrap and pack the printer securely.

What This Warranty Does Not Cover:

This warranty does not cover:

1) Any damage caused by using improper packaging materials or improper packaging and shipping. Under the Whole Unit Exchange or Repair Programs you may be billed for these damages.

2) Any damage caused by using unsuitable inks or ink delivery systems in the printer.

3) Any damage caused by use of non-Epson inks, ink cartridges, or media.

4) Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, e.g. dealer or user-added boards, components, or cables.

5) Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.

6) Any damage from service performed by other than an Epson Authorized Servicer.

7) Service when the printer is used outside the U.S. and Canada.

8) Service where the printer label, logo, rating label, or serial number has been removed.

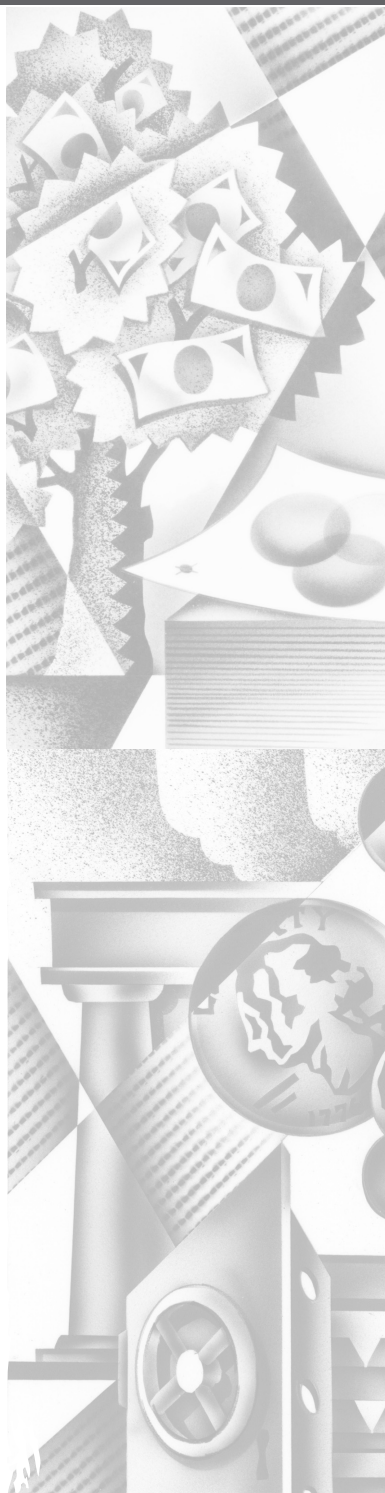
9) Any damage to used, refurbished or reconditioned products.

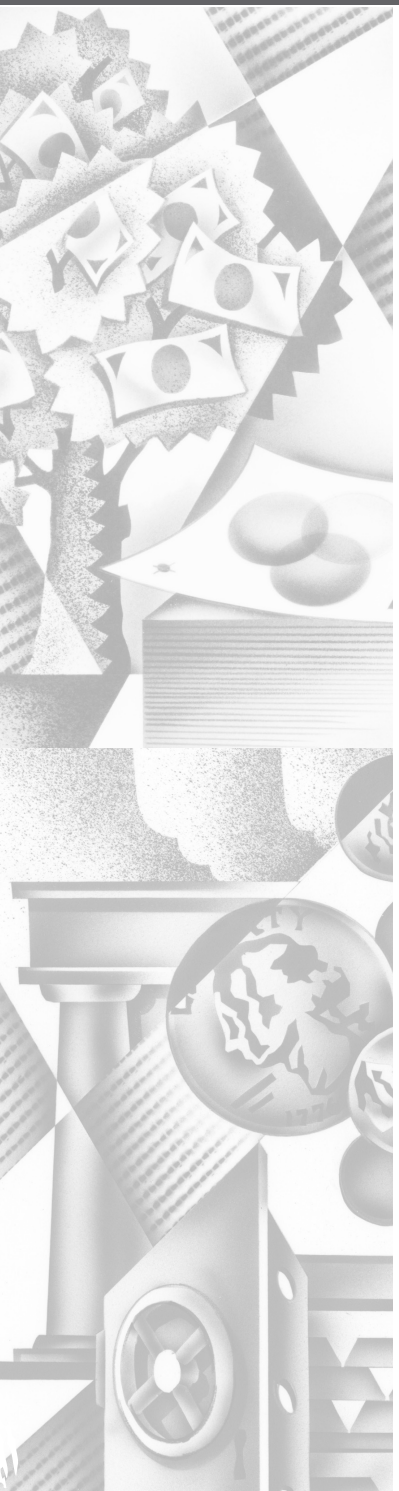
10) Any color change or fading of prints, or reimbursement of materials or services required for reprinting.

This warranty is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. TO THE EXTENT IT MAY NOT BE DISCLAIMED, ANY IMPLIED WARRANTY, INCLUDING OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Limitation of Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control.



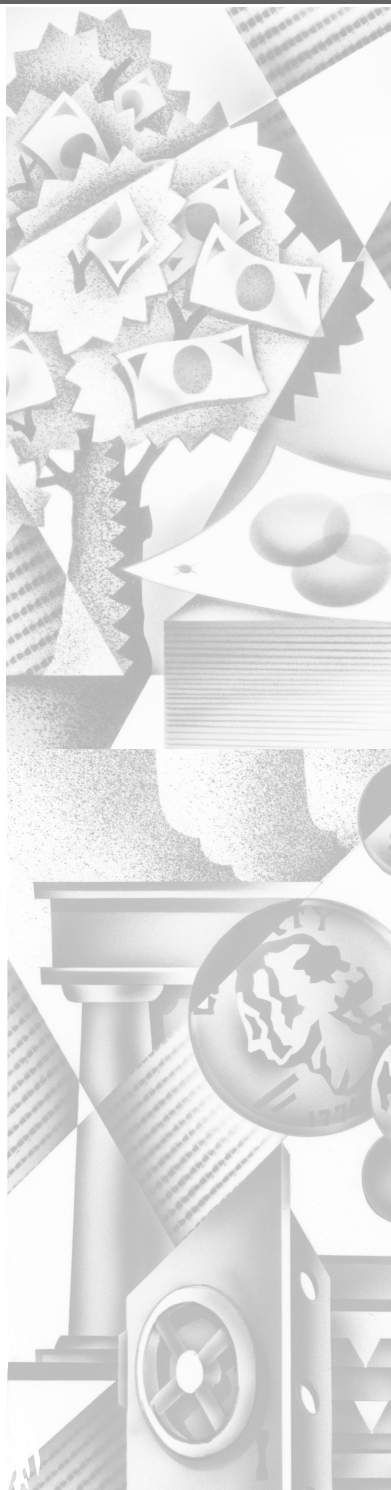


Exclusion of Damages. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage. IN NO CASE SHALL EPSON OR ITS AFFILIATES OR REPRESENTATIVES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT LIABILITY, OR ANY OTHER LEGAL THEORY.

In Canada, warranties include both warranties and conditions.

Other Rights You May Have. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, or allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.



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